U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
Air Traffic Organization Policy

**ORDER
JO 6030.41H**

Effective Date:

01/26/2009

SUBJ: **Notification of Facility and Service Interruptions and Other Significant Events**

1.   Purpose of This Order. This order establishes requirements and criteria for notifying the National Operations Control Center (NOCC) of any event that causes or has the potential to cause impact to the National Airspace System (NAS).

2.   Audience. This order is distributed to directorate level in the headquarters Air Traffic Organization; to all Air Traffic Organization service areas and service centers at the directorate level; to the division level at the FAA Logistics Center and FAA Academy at the Mike Monroney Aeronautical Center; and to all Air Traffic Organization field offices with a standard distribution.

3.   Where Can I Find This Order. This order can be found on https://employees.faa.gov/tools_resources/orders_notices/.

4.   What This Order Cancels. Order 6030.41G, Notification Plan for Unscheduled Facility and Service Interruptions and Other Significant Events, dated May 3, 1999, is canceled. Standard Operating Procedure (SOP), SOP-300-PAG, Control Center Paging Procedures, dated December 9, 2004, is canceled.

5.   Background. Air Traffic Organization, Technical Operations Services, is responsible for the technical functioning and maintenance of the NAS, and for assuring that it is efficient, economical, and responsive to operational needs and requirements of the users and the flying public. The NOCC is responsible for controlling and monitoring the restoration activities and events at a national level. The details of these events are provided to the Federal Aviation Administration (FAA) officials and appropriate users to facilitate continued safe operations and to ensure public confidence in the operation of the NAS.

6.   Explanation of Changes. This revision updates:

a.   Replaces Maintenance Control Center (MCC) with Operations Control Center (OCC) and Service Operations Center (SOC).

b.   Deletes obsolete reference to Terminal Radar Approach Controls (TRACON) and airport level designations (i.e., level IV and V). Upward reporting is based on a list of NOCC designated high impact facilities. The list is accessible via http://technet.faa.gov web portal and maintained by the NOCC.

c.   Includes web enabled Significant Event Report (SER) application.

    d.   Includes Technological refresh of the Lessons Learned web application.

    e.   Eliminates Loss of Redundancy (LOR) reports.

    f.   Eliminates procedures for requesting second-level engineering support.

6.   **Objectives.** The objectives of this order are to:

    a.   Provide general procedures and criteria for notifying the NOCC on outages and events that cause or have the potential to cause air traffic delays, or have significant impact on normal services provided to AT facilities or the flying public.

    b.   Inform FAA officials and stakeholders of events that impact or have the potential to impact NAS operations.

    c.   Inform FAA officials of aircraft accidents involving FAA equipment, commercial airline accidents while operating in a controlled environment, or accidents involving FAA personnel or public officials.

    d.   Reduce the duration and impact of unscheduled interruptions and reduction in service to users of the NAS.

7.   **NOCC.** The NOCC is located within the Air Traffic Control System Command Center (ATCSCC). The NOCC is staffed 24 hours, 7 days a week, and can be contacted by telephone at the following number: **(703) – 904 – 4488.** Information can be faxed to the NOCC at (703)-787-9346, or by email at address 7-AWA-NOCC@faa.gov.

8.   **Notification.** OCC's / SOC's will initially notify the NOCC of any event (s) that impacts or has the potential to impact NAS operations. **Notification is to be accomplished as soon as possible after initial awareness, with a follow-up briefing occurring 30 minutes after initial notification, followed by closure of event.** Events to be reported include, but are not limited to, the following:

    a.   NOCC events that affect High Impact Facilities list (current list is available on TECHNET).

    b.   Air Traffic Facilities at ATC Alert or ATC-0.

    c.   Scheduled facility and service outages that are causing or have the potential for causing air traffic delays or a significant impact on normal services provided to AT facilities or the flying public.

    d.   Facilities that are off the air as a result of failing a flight check.

    e.   Service interruption of facilities, which are providing NAS services and are in Initial Operating Capability (IOC), Operational Readiness Demonstration (ORD), or prototype status. The

interruption is causing or has the potential for causing air traffic delays or a significant impact on normal services provided to AT facilities or the flying public.

   f.   Events that result from a service interruption attributed to a personnel error, system operational process, or maintenance procedure.

   g.   GPS anomaly reports received.

   h.   Events that have or may have contributed to an operational error, such as a near mid-air collision.

   i.   Loss of Redundancy of NOCC High Impact Facilities.

   j.   Evacuation of any FAA facilities due to fire, smoke, bomb threat, severe weather, hazardous material conditions, regardless of the size of the facility or the degree of evacuation.

   k.   All employee injuries as a result of performing duties on or with Government equipment requiring medical attention. Any information regarding the nature of the injury, severity, and recommendations for preventing similar injuries should be included.

   l.   Any aircraft accidents where FAA equipment is identified as being suspect or damaged at the time of the accident, where FAA personnel are involved, where air carriers are involved (domestic or foreign carriers, arriving or departing the U.S.), or that cause major disruption at any airports, where public officials are on board, or where there is media attention.

   m.   Events that have become or are expected to become administratively or politically sensitive, or are attracting media attention.

   n.   Natural or man-made disaster (i.e. volcanic eruptions, earthquake, hurricanes, chemical spill).

   o.   Acts of terrorism.

   p.   Vandalism or sabotage.

   q.   Any incidents or events jeopardizing the safety of the flying public or FAA employees while in the performance of their duties; i.e., bomb threats, fires, etc.

   r.   Any incidents of unauthorized VHF/UHF air/ground communications with aircraft (phantom controller).

   s.   Special events (i.e., Olympics, Super Bowl, air shows, political conventions, etc.) as required by the NOCC to support air traffic operations.

   t.   Vehicle or Pedestrian deviations involving Technical Operations personnel and/or contract personnel.

9.   Upward Reporting. The NOCC will need to know specific information concerning facilities/service outages or events that may affect or are affecting the NAS.

   a.   The following information is required for equipment/service events:

      1.   **Location Name:** (actual geographical location of event)

      2.   **Location of Service Delivery Point:** (name of primary ATC facility)

      3.   **Location ID of Service Delivery Point:** (letter identification of ATC facility)

      4.   **Location ID Equipment/Service:** (letter identification)

      5.   **Equipment and Service Affected:** (i.e., LOC, GS, ASR, TRAD, TSEC, TARS, RDAT, BDAT)

      6.   **Time:** (start day/time of event in Coordinated Universal Time (UTC) and local time)

      7.   **Length of Outage or Restoration Time:** (if the length of the outage is excessive, describe why it took so long to restore, and if delayed restoration was approved by AT)

      8.   **Name and Duty Phone Number of Person Providing Information:** (this is the person that is contacting the NOCC and providing the information)

      9.   **Equipment Type:** (i.e., ASR-11, MARK 20A, etc.)

      10.   **Impact:** (describe the impact)

      11.   **Cause:** (describe the circumstances of the outage/event)

      12.   **Resolution:** (describe resources being applied to close out the outage; if this is a continuing outage, then describe activities taking place to restore)

      13.   **For Telecommunications Services: Location of Circuit/Network Failure:** (operational impact; services lost, services backed up, estimated restoration of each, Telco/FTI trouble ticket number) **Telco Notified:** (yes/no and if notified, include the date and time)

   b.   Other Event Reporting Information:

      1.   **Location Name:** (actual geographical location)

      2.   **Type of Event:** (i.e., aircraft accident, natural disaster, acts of terrorism, vandalism, operational error, etc.)

3.   **Time:** (day/date, start time, and duration of event in UTC and local time)

4.   **Name and Duty Phone Number of Person Providing Information:** (this is the person that is contacting the NOCC and providing the information)

5.   **Impact:** (describe the impact)

6.   **Cause:** (describe the circumstances of the event with the information available)

10.   Paging. All Technical Operations Control Centers will page events listed in paragraph 8. Pages should contain at a minimum the following information:

a.   Type of page: (i.e., update, final, etc.)

b.   Facility ID: (three letter identifier)

c.   Facility type: (i.e., LOC, GS, ASR)

d.   Service Delivery Point: (i.e., XXX ATCT, XXX ARTCC)

e.   Location: (City and state (VA))

f.   Time of event (start day/time of event in UTC)

g.   Brief description of event

h.   Impact:

i.   Sender: (ID and initials, NOCC/GNE)

11.   Significant Event Reporting (SER). A significant event is any event causing a major impact to air traffic operations or that has the potential to cause a facility/service interruption at FAA facilities. When requested by the NOCC, the Service Area OCC must submit a SER within four hours utilizing the SER application located on TECHNET.faa.gov. The OCC will be the focal for SER approvals and submissions to the NOCC. The following information should be included in the SER:

a.   The background information leading to the event.

b.   The equipment/service involved in the event.

c.   Detailed synopsis of what happened.

d.   Impact to Air Traffic Operations (Traffic management initiatives i.e., delays, miles in trail etc.)

e.   Staff on duty at the time of the event.

f.   Corrective actions taken.

12.   Lessons Learned. Lessons Learned are knowledge or understanding gained by experience. The experience may be positive, such as a successful modification or negative, such as a failure due to a bad software patch. Lessons Learned Reports are required for all Technical Operations personnel errors to include reported code 89's, personnel injury, and as requested by the National Operations Group.

NOTE: Notifications and upward reporting in this order is not a substitute for actions required by the latest editions of FAA Order 1900.47, Air Traffic Services Contingency Plan, FAA Order 6040.15, National Airspace Performance Reporting System (NAPRS) or FAA Order 6000.15, General Maintenance Handbook for NAS Facilities.

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